

State of Washington  
Department of Fish and Wildlife  
Habitat Division  
600 Capitol Way N  
Olympia WA. 98501

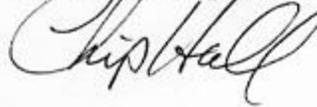
November 15<sup>th</sup> 2004

To whom it may concern:

Thank you for expediting the float and pile replacement application for Pioneer Pt Marina. I had just received a project approval from your department. Your administration at the LaConner office, Brian Williams and Doug Thompson were a great help answering questions and returning calls, giving advice of policy and procedures, and coordinating with our city of LaConner,s planning department. Doug Thompson was designated to over see the project. I appreciated him willing to meet at the project site, and discuss the project. He recognized the opportunity made available to Pioneer Pt Marina by our local port to purchase their replaced floats, and was able to process the needed information and issue a permi under thirty days time.

Thanks again,

Sincerely, Chip Hall



Chip Hall  
Agent for Pioneer Pt. Marina.

Customer Service is Important to Us <span style="float: right;">564</span>		
Please take a moment to tell us how we're doing in our Hydraulic Project Approval (HPA) Program		
Service Being Graded (enter grade at right)	Grade	Grade scores
1. Prompt and timely WDFW staff.....	5	5=Excellent
2. Courteous and helpful WDFW staff.....	5	4=Above average
3. Permit conditions understandable and/or clearly explained.....	5	3=Average 2=Below average 1=Poor
4. Overall, how would you rate our service?.....	5	
Comments / How could we improve?: <i>Courteous &amp; helped me understand policy &amp; procedure, returned calls and expedited the process &amp; met on site to review the facility.</i>		
If you have additional comments, please send them to the mailing address on the front of this card. Alternatively, you may call Rich Costello, Regional Habitat Program Manager, at (425) 775-1311.		
Date: <i>11-10-04</i>	City/County: <i>LACONNER - SKAGIT -</i>	
WDFW biologist who assisted you:	<i>Doug Thompson / Brian Williams -</i>	
Optional: Your name and address:	<i>Chip Hall 17464 Moor Rd - Mt. Vernon, WA 98273</i>	
Thank You!		
Washington Department of Fish and Wildlife (WDFW)		